



# New Orleans Civil Service

AN EQUAL OPPORTUNITY EMPLOYER

**OFFICIAL CLASS TITLE**

INFORMATION TECHNOLOGY SUPERVISOR  
(WEB)  
(CLASS CODE 0180)

**ENTRANCE SALARY:**

Range: \$63,960 - \$81,999\* PER YEAR

**FINAL DATE FOR FILING APPLICATIONS:**

Applications will be accepted until this announcement is withdrawn.

**KIND OF WORK:**

Highly responsible technical and supervisory work of a specialized nature coordinating, directing, implementing, and managing the City's Internet-based strategies and initiatives for web applications, services, and software. Work also includes:

- Leading strategic technology planning and implementation of major IT projects/ support including infrastructure, computing, internet and e-systems.
- Supervising and providing technical guidance to the Web Development team.
- Supporting reporting mechanisms to capture information on the current status of the environment and present performance to management and other departments.
- Establishing and implementing policies, procedures, and technologies to ensure web security.
- Creating and maintaining technical and business documentation.
- Coordinating with operations to ensure availability, reliability, and scalability of web applications to meet business demands.
- Troubleshooting and resolving hardware and software problems.
- Recommending and executing modifications to Web software in order to improve efficiency, reliability, and performance.
- Developing and delivering training to ensure website content is updated.
- Creating and maintaining training materials (web manuals and systems documentation).
- Related work as required.

**Note:** Employees in this classification may work a fixed or rotating shift, Saturdays and emergencies. Employees in this classification are considered essential and must report to work in declared emergencies.

**MINIMUM QUALIFICATION REQUIREMENTS:**

**EITHER:** A Bachelor's Degree in computer science, Computer Information Systems (CIS), Geographic Information Systems (GIS), engineering, telecommunications or a closely related field from an accredited college or university **and** five (5) years of progressively responsible experience in a web development or content management environment.

**Official college transcript or original college diploma indicating major must be presented within two (2) weeks of application.**

**OR:** Nine (9) years of progressively responsible experience a web development or content management environment.

**A résumé must be submitted within two (2) weeks of application.**

\*Hiring rate will be contingent upon an assessment of the candidate's verified experience, knowledge, and possession of related certifications.

This position requires a one year probationary period.

**(SEE REVERSE SIDE FOR ADDITIONAL INFORMATION)**

**KIND OF EXAMINATION:**

A rating of training and experience weighted 100%. Credit will only be given for related experience gained within the last ten (10) years.

This is an original entrance examination.

**DOMICILE** requirements are currently waived for the purpose of application. However, all new employees hired into this classification on or after January 1, 2013 must be domiciled in Orleans Parish within 180 days of hire.

This position is subject to a background check for any convictions related to its responsibilities and requirements. Employment is contingent upon successful completion of a background investigation including criminal history. Criminal history will not automatically disqualify a candidate.

**THE CITY OF NEW ORLEANS IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, PHYSICAL OR MENTAL DISABILITY, SEXUAL ORIENTATION, CREED, CULTURE, OR ANCESTRY. REQUESTS FOR ALTERNATE FORMAT OR ACCOMMODATIONS SHOULD BE DIRECTED TO AMY TREPAGNIER AT (504) 658-3516 OR TTY/VOICE AT (504) 586-4475 or (504) 658-4020.**

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**GENERAL INFORMATION AND REQUIREMENTS**

Applications will not be accepted if received after the closing date or after the stated maximum number of applications has been received, as specified on this announcement. All minimum qualification requirements for examinations must be met by the final filing date unless otherwise specified on this announcement. Applications must be submitted on the official application form AND MUST BE RECEIVED IN THE DEPARTMENT OF CITY CIVIL SERVICE, 1340 POYDRAS STREET, SUITE 900, NEW ORLEANS, LOUISIANA, BEFORE THE CLOSE OF BUSINESS ON THE FINAL FILING DATE.

**DELAY IN THE MAIL:** The Department of City Civil Service cannot be responsible for failure of the applicant to receive an admission slip to an examination or for failure of the Department to receive material mailed by the applicant. Applicants should notify the Department of City Civil Service in writing of any address changes.

**DOMICILE** requirements are waived for purpose of application. However, all new employees hired on or after January 1, 2013 must be domiciled in Orleans Parish within 180 days of hire. Airport employees are excluded from this provision.

The minimum age limit is 18 years for any class of work requiring hard physical labor, operation of or proximity to hazardous machinery, exposure to hazardous chemicals, or participation in any other processes or procedures which are prohibited or limited by the Louisiana State Child Labor Law.

The working test (probation) period for most positions in the classified service is six months unless otherwise specified. Any working test period may be extended to a maximum of one year at the request of the appointing authority. Positions in the Inspector General’s Office, Fire Department, Mosquito Control and Police Department as well as all positions in the classes of Institutional Counselor II & III (original entrance), Librarian I-IV, Management Development Analyst I & II, and Management Development Specialist I & II (original entrance), require a one year working test period.

The City of New Orleans has a comprehensive program of substance abuse testing. Candidates for employment for certain positions where the health, welfare and/or safety of the public, co-workers and the individual employee is at risk will have to undergo pre-employment substance abuse screening. Candidates for all other original entrance positions will have to undergo an unannounced substance abuse screening during their working test period. For further information, see Civil Service Rule V, Section 9.

A **MEDICAL EXAMINATION** is required for all original entrance probationary appointments to **ACTIVE** classifications, and may be required for re-employment, promotions and/or transfers.

A **MEDICAL SCREENING**, which may result in a medical examination, is required for all original entrance probationary appointments to **non-active** classifications.

**GOOD MORAL CHARACTER** is required of all applicants. Any applicant may be disqualified if his/her character or past employment record is found to be unsatisfactory as determined by the Department of City Civil Service. Forgery, misrepresentation of facts, or cheating on examinations is punishable by disqualification, fine and other penalties.

**IMPORTANT:** Applicants who are licensed to drive should have a current license **on their person** for purposes of identification during **all** phases of an examination. In lieu of such license, the Department of City Civil Service may require that applicants have some form of picture identification.

**VETERANS PREFERENCE:** On original entrance examinations, veterans (as defined in Article X, Section 10(2) of the Constitution of the State of Louisiana), disabled veterans, certain spouses and parents of veterans shall receive additional credit if claimed as provided on the Veterans Preference claim form which can be obtained in this office. To obtain credit, this form must be submitted with the required proof (at the minimum, a DD214) before the final filing date.

**ACCREDITED COLLEGES AND UNIVERSITIES:** An accredited college or university is an institution that is accredited as a college or university by an organization that is recognized by the USDE (United States Department of Education).

**PROFESSIONAL ADMINISTRATIVE EXPERIENCE:** The Civil Service Department defines this experience as experience gained after receiving a Bachelor’s Degree.